

# **DCS KEYSET USER GUIDE**

## **SAMSUNG iDCS 500 SYSTEM**

*November 2001*

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# TABLE OF CONTENTS

<b>ABOUT THIS BOOK</b> .....	1
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<b>THINGS YOU SHOULD KNOW</b> .....	2-9
-------------------------------------	-----

## OUTSIDE CALLS

Making an Outside Call .....	10
Answering an Outside Call .....	10
Universal Answer .....	10
Recall/Flash .....	11
Busy Line Queuing with Callback .....	11
Cancelling Callback .....	12

## INTERCOM CALLS

Calling Other Stations .....	13
Answering Intercom Calls .....	13
Answer Modes .....	14
Busy Station Callback .....	14
Busy Station Camp-on .....	14
Calling Your System Operator .....	15

## CALL PROCESSING

Holding Calls .....	16-17
Transferring Calls .....	18-19
Transfer with Camp-On .....	18
Transfer to Voice Mail .....	19
Call Waiting .....	19
Conference Calls .....	19
Forwarding Calls .....	20-23
Call Pickup .....	23
My Group Pickup .....	24
Privacy Release .....	24

## DIALING FEATURES

Speed Dialing .....	25
Programming Personal Speed Dial Numbers .....	25-26
One Touch Speed Dialing .....	26
Last Number Redial .....	27
Manual Retry with LNR .....	27
Save Number with Redial .....	27
Chain Dialing .....	27
Automatic Redial/Retry .....	28
Pulse to Tone Changeover .....	28
Memo Redialing .....	28

## PAGING AND MESSAGING

Making an Internal Page .....	29
Making an External Page .....	29
All Page .....	29
Meet Me Page .....	30
Call Park and Page .....	30-31
Messages—Set and Cancel .....	31
Returning Messages .....	32
Programmed Messages .....	32

## CONVENIENCE FEATURES

Do Not Disturb .....	33
One Time DND .....	33
Mute .....	33
Background Music .....	33
Established Call Pick-Up .....	34
Appointment Reminder/Alarm Clock .....	34
Door Phone Calls .....	35
Executive/Secretary Hot Line .....	35
Group Listening .....	36
Account Codes .....	36
Locking Your Keypad .....	36
Manual Signalling .....	37
Off-Hook Voice Announce .....	37
OHVA Block .....	38
OHVA Reject .....	38
In Group/Out of Group .....	39

## **CUSTOMIZING YOUR KEYSSET**

AME BGM .....	40
AME PASSWORD .....	40
Auto Camp-On .....	40
Select Ring Tone.....	40
Change Your Passcode .....	41
Set Answer Mode .....	41
Automatic Hold .....	41
Headset Operation .....	42
Hot Keypad .....	42
Key Confirmation Tone .....	42
Rejoining a Page .....	42
Ring Preference .....	43
Display Speed Dial Name .....	43
Caller ID Review All .....	43
Secure OHVA .....	43

## **DISPLAY FEATURES**

Interactive Display Keys .....	44
Directory Information .....	44
Call Log.....	45
Dial by Name .....	45
Call Progress Displays .....	45
Display Number Dialed.....	45
Call Duration Timer.....	46
Auto Timer.....	46
Timer Function .....	46
Viewing Message Indications.....	46
Alarm Reminder Messages .....	47
Personal Speed Dial Names .....	48
Station Names .....	48
Managing Key Assignments.....	48
LCR with Clear .....	49
Backspace with LCR.....	49
Advanced Programmed Messages .....	49–50
Text Messaging .....	50–51
Caller ID / ANI / CLI .....	52–56

## **ADD-ON MODULE**

32 Button Module with Keypad / 64 Button Module with Keypad .....	57
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## **PERSONAL SPEED DIAL NUMBERS .....**

58–59

## **ABOUT THIS BOOK**

Your keyset is the most visible part of the iDCS 500 Digital Communications System. No matter what model keyset you are using, with or without a display, telephone calls are handled in the same way. The LCD 12B and LCD 24B keysets have a few additional conveniences that are not available to STD 24B, Basic 12B and 7B keyset users. These are noted throughout this guide.

Please take the time to study this guide and to become familiar with the operation of your keyset. Keep this guide handy. You may need to look up instructions for infrequently used features.

Learning to use your keyset correctly will make everyday telephone communications a breeze.

This book is written based on the factory default settings for the feature access codes. Sometimes, due to programming requirements, these codes may be changed. If you find that a feature code does not work as described in this book, please contact your installation and service company to determine the correct code.

# THINGS YOU SHOULD KNOW

## USER ORIENTATION

DCS telephones are called “keysets.” They contain buttons or “keys” that are used to access or activate the many features of your office phone system. The keys with paper designation strips are programmable keys. This means they can be programmed for a specific function on your keyset and that same button can be something different on another keyset. See the system manager to get your most frequently used features assigned to your programmable keys. When changes are made, be sure that your programmable keys are relabeled properly.

Lines from the telephone company are “C.O. lines.” Calls on these lines are referred to as “outside calls.” Your system can have individual C.O. line keys or lines may be assigned to groups. When they are in a group, you access a line by dialing an access code or pressing a route button. For example, dial **9** or press the **LOCAL** key to get a local outside line. If Least Cost Routing is used, pressing the **LCR** key will automatically select a preprogrammed C.O. line according to what digits are dialed. Each line in the system is numbered, beginning with 701, then 702, 703, etc.

Direct Station Selection (DSS) keys are programmed to ring specific stations. You can press a DSS key instead of dialing the extension number. A DSS key lights red when that station is busy (Busy Lamp Indication).

iDCS 500 provides distinctive ring patterns to your keyset:

- Outside calls have a single ring tone repeated.
- Internal calls have a double ring tone repeated.
- Door phone calls and alarm/appointment reminders have a triple ring tone repeated.

## CALL INDICATIONS

The keys on your phone have light emitting diodes (LEDs). Some of these are tri-colored LEDs that light green, red or amber (green and red together). Some of the keys can only light red.

Intercom calls, also called internal calls, always appear on your **CALL** buttons. They will always light green. You can have up to eight **CALL** buttons, but at least two are recommended.

Outside calls appear on individual line keys if they are assigned. When an individual line is not assigned to its own key, it will appear on a **CALL** button. Your outside calls will light green on your keyset and red on other keysets. You never lose sight of your calls while they are on hold. They stay right where you put them and are identified with a green flashing light if the key has a tri-colored LED.

Some simple rules to remember:

- Any steady LED indicates the line or feature is in use.
- A fast flashing green LED indicates a new call ringing in.
- A slow flashing green or red LED indicates a call is on hold.
- A slow flashing amber LED indicates a recall to your keyset.
- A steady red LED on the HOLD key indicates the keyset is locked.
- A steady red LED on the TRSF key indicates the keyset is Forward All.
- A steady red LED on the ANS/RLS key indicates the keyset is in Headset mode.
- A flashing red LED on the ANS/RLS key indicates the keyset is in DND mode.

## SPEAKERPHONE

Pressing the **ANS/RLS** or the **MONITOR** key will answer or release a call on the speakerphone. Switching from the handset to the speakerphone is easy. Press the **SPK** key and hang up the handset.

NOTE: The 7B phone is not a speaker phone. If you are using a 7B phone, you must lift the handset in order to speak to the other party.

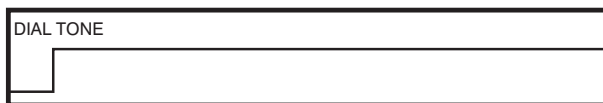
## VOLUME CONTROLS

DCS keysets use the **UP** and **DOWN** keys to adjust the ringer volume while the keyset is ringing, the speaker volume while the speakerphone or monitor speaker is in use and the handset volume while you are listening. These three levels will be stored in memory until changed. If background music is turned on at your keyset, the volume keys will also control the level of music. The volume of pages heard through the speaker of a keyset can be adjusted during a page announcement by using the volume keys. There are 16 levels for each volume setting. The volume of off-hook ring is controlled by a user-programmable setting.

# SYSTEM TONES

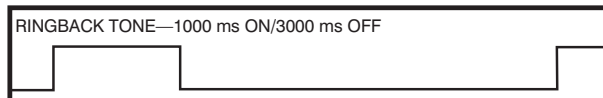
The system provides several tones to assist you. Some of these tones are already familiar to you.

Intercom Dial Tone—A steady tone that indicates you can begin dialing.



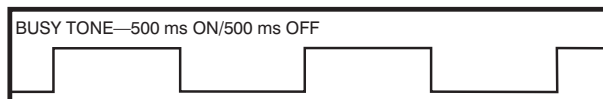
CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.



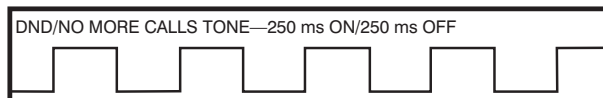
CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.



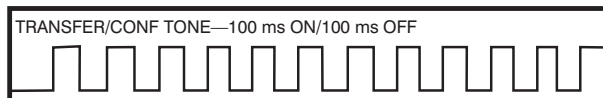
CONTINUOUS

DND/No More Calls Tone—Fast busy tone indicates the station you dialed is in the Do Not Disturb mode or cannot receive any more calls.



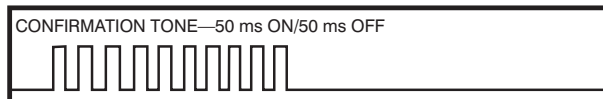
FOR TEN SECOND

Transfer/Conference Tone—Indicates your call is being held and you can dial another party.



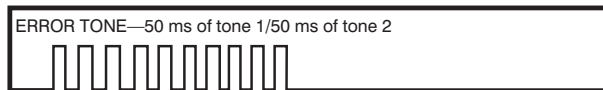
CONTINUOUS

Confirmation Tone—Very short beeps followed by dial tone indicate you have correctly set or canceled a system feature.



FOR ONE SECOND  
(programmable)

Error Tone—A distinctive two level beeping tone indicates you have done something incorrectly. Try again.

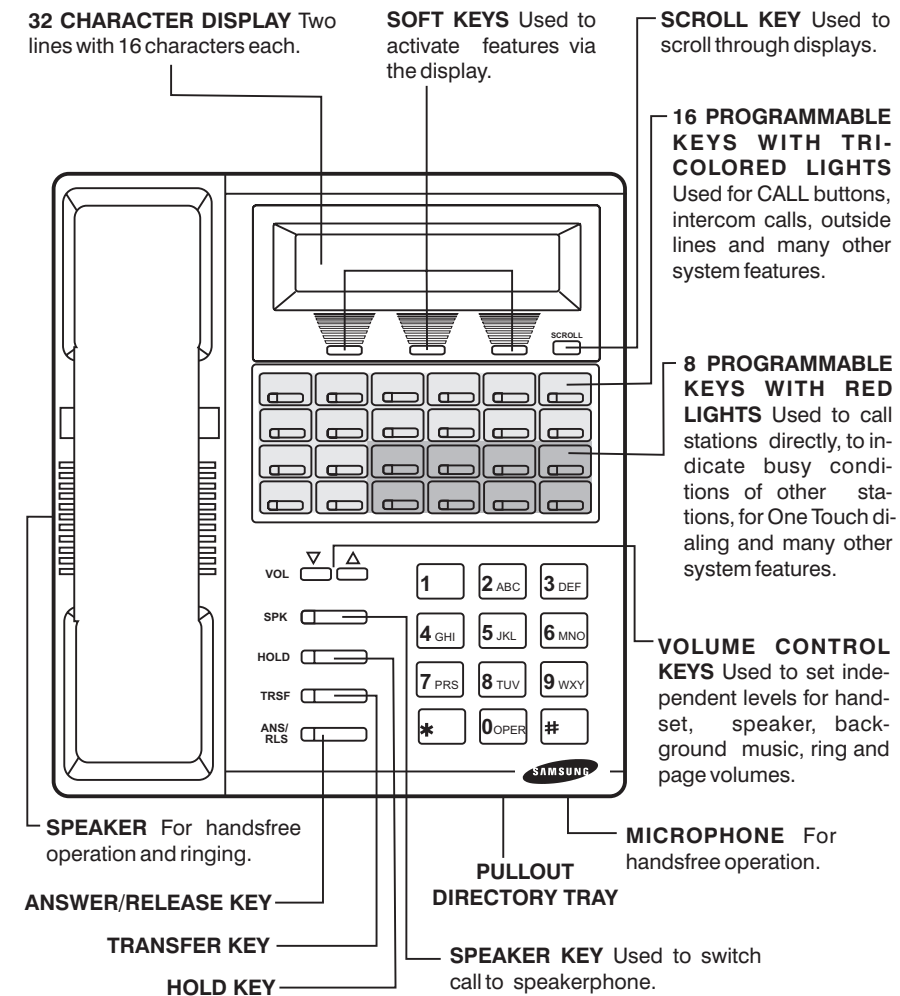


FOR THREE SECC

# LCD 24B KEYSET LAYOUT

## LABELING PROGRAMMABLE KEYS

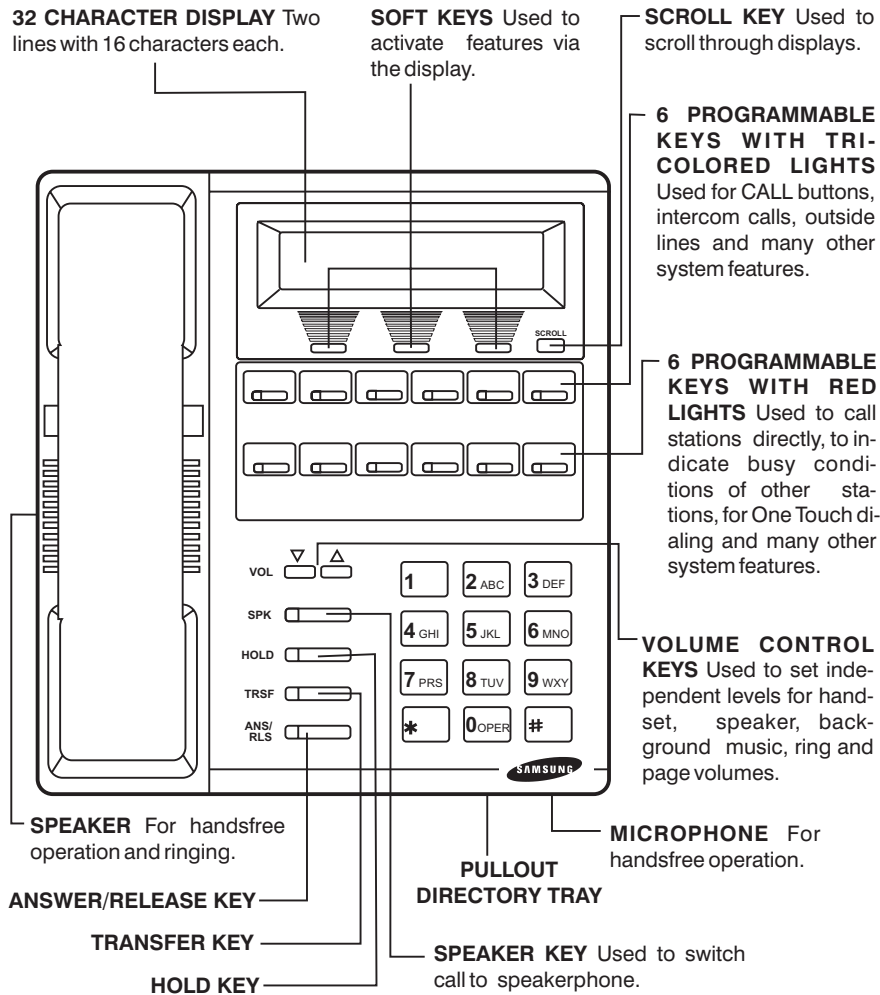
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



# LCD 12B KEYSSET LAYOUT

## LABELING PROGRAMMABLE KEYS

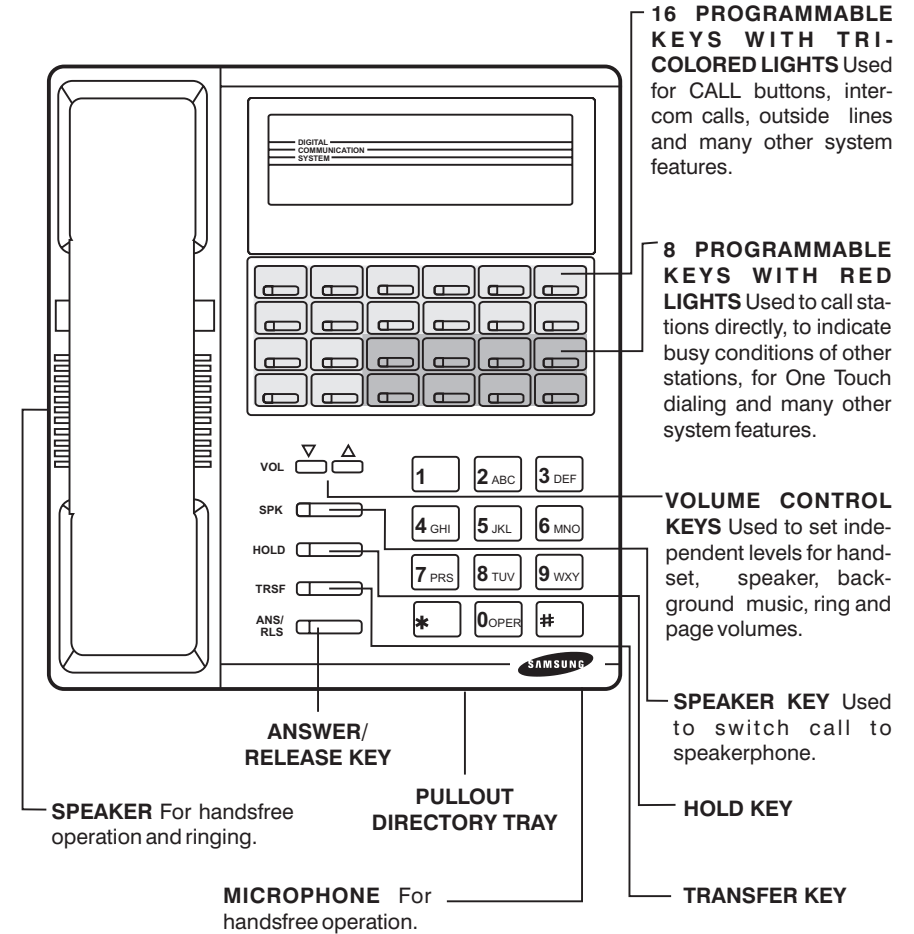
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



# STD 24B KEYSSET LAYOUT

## LABELING PROGRAMMABLE KEYS

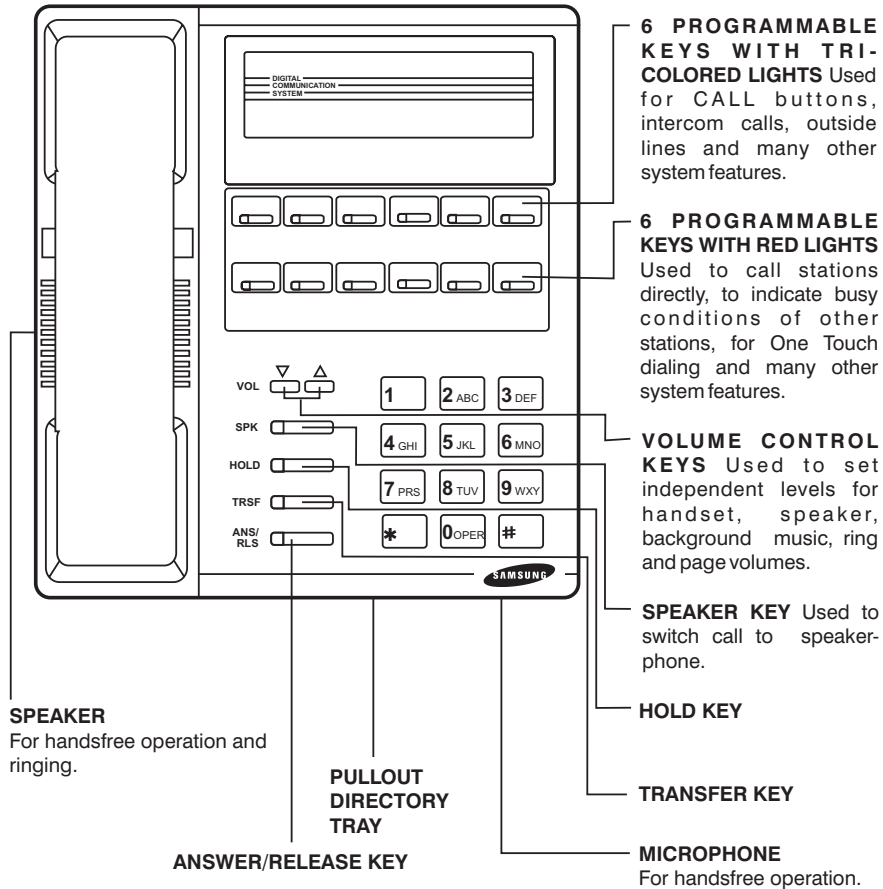
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



# BASIC 12B KEYSET LAYOUT

## LABELING PROGRAMMABLE KEYS

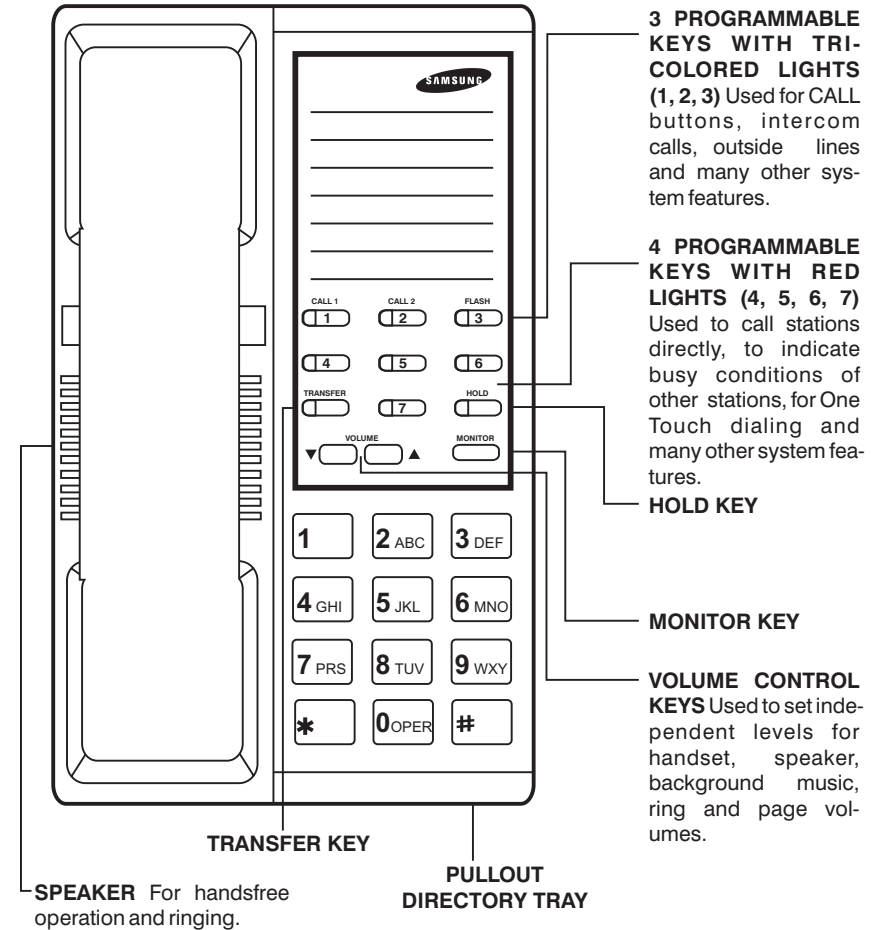
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



# 7B KEYSET LAYOUT

## LABELING PROGRAMMABLE KEYS

Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



# OUTSIDE CALLS

## MAKING AN OUTSIDE CALL

- Lift the handset and press an idle outside line button, line group button or dial a line access code to receive dial tone—**OR**—to use the speakerphone, press an idle outside line button, line group button or dial a line access code to receive dial tone through the speaker—**OR**—press **SPK** or the **MONITOR** key if you are using a 7B phone, receive intercom dial tone and dial a line access code.
- Dial the telephone number.
- Finish the call by replacing the handset or pressing the **ANS/RLS** key.

NOTE: You will receive No More Calls tone when you attempt to make a call and there is no key available for that line.

- If Least Cost Routing is enabled on your phone system, this button may be labeled **LCR** or accessed by dialing an access code (usually **9**).
- If your system is programmed to require an authorization code before making a call, dial **\*** plus a valid code before selecting a C.O. line.
- If your system is programmed to require an account code before making a call, press the **ACCT** button or dial **47** plus a valid code, press the **ACCT** button again and then select a C.O. line.

For more information on authorization and account codes, see your system administrator.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using a 7B phone before dialing.

## ANSWERING AN OUTSIDE CALL

- Lift the handset and you are automatically connected to the ringing call. See *Ring Preference* under *Customizing Your Keypad*—**OR**—press the **ANS/RLS** key to automatically answer on the speakerphone.

NOTE: If a call is flashing at your keyset but not ringing, you must press the flashing button to answer.

## UNIVERSAL ANSWER

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial **67** or press the **UA** key. This device can operate in any one of the six different ring plans.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using a 7B phone before dialing.

## RECALL DIAL TONE

Press the **NEW** button to disconnect your existing call, wait for dial tone and then make a new call on the same line.

NOTE: If this button does not appear on your keyset, the **FLASH** key may be programmed to recall dial tone.

## SENDING A FLASH

While on an outside call, press the **FLASH** key to send a flash to the telephone company. This is required for some custom calling features or CENTREX use.

NOTE: Flash is not available on an ISDN circuit.

## BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you are selecting an outside line, this means that the line or group of lines is busy.

- Press the **CBK** key or dial **44**. You will hear confirmation tone.
- When the line becomes free, the system will call you back.
- Lift the handset or press the **ANS/RLS** key to answer, wait for dial tone and dial the telephone number or speed dial number again.

NOTES:

1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before dialing.



## CANCELLING CALLBACK

A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.

Your phone may have a maximum of five callbacks to lines and/or stations set at a time. To cancel a callback:

- Press the **CBK** key or dial **44**. You will hear confirmation tone.
- While you are listening to confirmation tone, press the **HOLD** key. This will cancel the oldest set callback.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using the 7B phone before dialing.

## INTERCOM CALLS

### CALLING OTHER STATIONS

- Dial the extension number or group number.
- Wait for the party to answer. If you hear a brief tone burst instead of ring-back tone, the station you called is set for Voice Announce or Auto Answer. Begin speaking immediately after the tone.
- Finish the call by replacing the handset or pressing the **ANS/RLS** or the **MONITOR** key if you are using a 7B phone.

NOTES:

1. If you have a DSS key assigned to an extension or station group, you may press this key instead of dialing the number. If you are using a 7 Button Set you must pick up the handset to speak to the calling party.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using a 7B phone before you begin dialing.

### ANSWERING INTERCOM CALLS

- When your keyset rings, simply lift the handset—**OR**—press the **ANS/RLS** key to be connected to the calling station. If you are using a 7B phone you must pick up the handset to speak to the calling party.
- Finish the call by replacing the handset or pressing the **ANS/RLS** or the **MONITOR** key if you are using a 7B phone.

See *Ring Preference* under *Customizing Your Keypad*.

### VOICE ANNOUNCE MODE (INTERCOM CALLS ONLY)

When another station calls you, your keyset will sound a brief attention tone and you will hear the caller's announcement.

- Press **ANS/RLS** to turn on the microphone and speak handsfree—**OR**—lift the handset to reply.
- To finish the call, replace the handset or press the **ANS/RLS** key.

## AUTO ANSWER MODE (INTERCOM CALLS ONLY)

When another station calls you, your keyset will sound a brief attention tone and then automatically answer the call.

- Your microphone and speaker are turned on and you can speak hands-free. For privacy, use the handset. If you are using a 7B phone you must pick up the handset to speak to the calling party.
- To finish the call, replace the handset or press the **ANS/RLS** or the **MONITOR** key if you are using a 7B phone.

## BUSY STATION CALLBACK

When you call another station and receive a busy signal:

- Press the **CBK** key or dial **44**.
- When the busy station becomes free, your keyset will ring.
- Lift the handset or press **ANS/RLS** to call the now idle station.

NOTES:

1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before dialing.

## BUSY STATION CAMP-ON

When you call another station and receive a busy signal but you do not want to wait for a callback:

### MANUAL CAMP-ON

- Press the **CAMP** key or dial **45**.
- The called station will receive off-hook ring tone repeated every few seconds and its first available **CALL** button will flash green to indicate your call is waiting.
- Wait for the called party to answer.
- The called station must release its first call or place it on hold before answering your camp-on.

NOTES:

1. If you receive No More Calls tone, that station has no available key to accept your call. Hang up or leave a message.

2. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.

### AUTO CAMP-ON [L VERSION ONLY]

When you want to automatically camp on to a busy station without pressing the camp on button every time you call a busy station, you can set your phone for auto camp-on.

- With the handset on-hook, press **TRSF** and then dial **110**.
- Dial **081** to turn on auto camp-on or **080** to turn it off.
- Press **TRSF** to store your selection.

## CALLING YOUR SYSTEM OPERATOR

- Dial **0** to call your system operator or group of operators.
- If you want to call a specific operator, dial that person's extension number.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.

# CALL PROCESSING

## SYSTEM HOLD

- When you are connected to any call, press **HOLD**. The call will flash green at your keyset. If this call appears on a line key at other keysets, it will flash red at those keysets.
- To take the caller off hold, press that key and the green flashing light will go steady green again. Resume the conversation.

NOTE: While on a call, pressing a line key, route key or flashing **CALL** button will automatically put your first call on hold and connect you to the new call. See *Automatic Hold* under *Customizing Your Keyset*.

## EXCLUSIVE HOLD

To place an outside call on hold at your phone so that other users cannot get it:

- Press the **HOLD** button twice. The call will flash green on your keyset and this line will show a steady red light on other keysets.
- To retrieve the call, press the flashing green line button or press the **HOLD** button a third time.

NOTE: Intercom calls will always be placed on exclusive hold.

## REMOTE HOLD

When you wish to place a call on hold at another station. Press **TRSF** and dial the station number (or press the appropriate DSS key). Press the **HOLD** key. This will place the call on system hold on an available **CALL** button or Line Key at the remote station and return you to dial tone.

NOTES:

1. If the destination station does not have any free **CALL** buttons or line keys you will hear No More Calls tone and must return to the other party by pressing the **TRSF** key (or the **RETURN** soft key on a display keyset).
2. Intercom calls cannot be remote held.

## HOLD RECALL

If you leave a call on hold longer than the hold timer, it will recall your station. The button that the call appears on will have a slow flashing amber light.

- When your phone rings, lift the handset or press the **ANS/RLS** key to answer the recall. If you are using a 7B phone you must use the handset to talk to the calling party.
- If you do not answer this recall within a pre-programmed period of time, it will go to the system operator.

## CONSULTATION HOLD

When you are talking on an outside line and it is necessary to consult with another extension:

- Press the **TRSF** key; you will receive transfer dial tone. Your call is placed on transfer hold.
- Dial the extension number.
- Consult with the internal party.
- Press **TRSF** to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the **TRSF** key will toggle between the outside party and internal extension. If necessary you may disconnect either one of the parties by pressing the **DROP** button.

## RETRIEVING CALLS HELD AT ANOTHER STATION

When a line is on hold and it appears on your keyset, press the line button with the red flashing light.

When a line is on hold and it does not appear on your keyset, dial **12** plus the line number or the extension number of the station that placed the call on hold.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPK** key before you begin dialing.

## TRANSFERRING CALLS

Transfer is used to send any call to another extension in one of two ways. You can do a screened transfer by informing the other extension who is calling or you can do a blind transfer without notification.

- While on a call, press the **TRSF** key and dial an extension number or group number. Your call is automatically put on transfer hold.

**OR**

Press a **DSS** key or station group key. Your call is automatically put on transfer hold.

- Hang up when you hear ringing (this is an unscreened or blind transfer).

**OR**

Wait for the called party to answer and advise him/her of the call and hang up. If the transfer is refused, you will be reconnected to the outside line when the called station hangs up or you can press **TRSF** to return to the outside party. If you wish to send the call to another extension without waiting for the first station to hang up, simply press another **DSS** button.

**OR**

Press the **CALL** button or C.O. line key to return to the outside party and begin the transfer process again.

When you are transferring a call to a keyset set for Voice Announce or Auto Answer, the transferred call will always ring.

NOTES:

1. After the inside party answers, you may alternate back and forth between the parties by pressing the **TRSF** key.
2. If you receive No More Calls tone, that station has no key available to receive another call. Press **TRSF** to return to the other party.
3. You cannot transfer an Intercom call by pressing a DSS key. You must press the **TRSF** key and dial the destination extension number.

## TRANSFER WITH CAMP-ON

When you are transferring a call to another station and you receive a busy signal, you may camp the call on to this station. Simply hang up when you hear the busy signal. The called party will be alerted that a call is waiting for them.

NOTE: If you receive No More Calls tone, that station has no key available to receive another call. Press **TRSF** to return to the outside caller.

## TRANSFER TO VOICE MAIL

This feature is used to send a call directly to a voice mailbox. Your keyset must have a correctly programmed VT key to accomplish this. To transfer a call directly to a voice mailbox:

- While on a call, press the VT key and dial the mailbox number.
- Hang up when dialing is completed.

## CALL WAITING

If an outside call has been camped-on to your phone or another station has camped-on to you:

- Your keyset will ring and the call that is waiting for you (camped-on) will flash green.
- Press the flashing button to answer; your other call will go on hold automatically if your station has the Automatic Hold feature set. If not, you must press **HOLD** and then the flashing button.

**OR**

Finish the first call and hang up; the waiting call will ring.

- Lift the handset or press the **ANS/RLS** key to answer.

NOTE: Intercom calls will not go on Automatic Hold.

## CONFERENCE CALLS

You may conference up to five parties (you and four others) in any combination of outside lines and internal stations in any order.

- While engaged in a conversation, press the **CONF** key and receive conference tone.
- Make another call, either intercom or outside, press the **CONF** key and receive conference tone.
- Make another call or press the **CONF** key to join all parties.
- Repeat the last step until all parties are added.

NOTE: When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Simply press the **CONF** key again to return to your previous conversation.

**To drop a party from your conference call:**

- Press **CONF** and dial the extension or line number that is to be dropped.
- Press **CONF** again to reestablish the conference.

NOTE: To leave the conference, hang up. Control is passed to the next internal station. If there are no internal stations and you wish to leave outside lines connected together in a trunk to trunk conference, press the **CONF** key plus the **CALL** button that the call appears on or follow the instructions to drop a party and use your extension number. When they hang up, the lines will release automatically. Press **CONF** to rejoin a trunk to trunk conference.

### CONFERENCE SPLITTING

If you are the controlling party of a conference and your keyset has the Auto Hold feature turned on (see customizing your keyset) and all of the outside lines involved in the conference appear as buttons on your keyset, you can split the conference into separate calls as follows:

- Press any one of the outside line buttons. That outside line will remain steady green to indicate you are still connected to it. All other outside lines in the conference will be placed on system hold at your keyset. All intercom callers in the conference will be disconnected. You may now speak with each caller privately and transfer them as usual or reestablish another conference.

## FORWARDING CALLS

You may forward your calls to another station, group of stations or an external telephone number. Program a destination for the type of forwarding you want as detailed below. If you have **FWD ALL**, **FWD BUSY** and **FWD NO ANSWER** keys, press one to turn that forward feature on. A steady red light reminds you what forward condition is activated.

You can clear all call forward conditions set at your station by lifting the handset and dialing **600**.

## FORWARD ALL CALLS

To forward all your calls under any condition to another station:

- Dial **601** plus the extension or group number.
- Receive confirmation tone and hang up.

### NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.
2. The station that receives a Forwarded All call can transfer the call to the forwarded station. This is useful when you are expecting an important call but you do not wish to be disturbed by other calls.

3. When a station user places his/her keyset in Forward All mode and he/she does not have a **FORWARD ALL** key, the **TRSF** key will light to indicate Forward All has been set and calls to this station have been transferred elsewhere.

## FORWARD BUSY

To forward calls to another station when you are on the phone:

- Dial **602** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.

## FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Dial **603** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.

## FORWARD BUSY/NO ANSWER

If you have both a Forward on Busy destination and a Forward No Answer destination programmed, you may set both of these at the same time:

- Dial **604**.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using a 7B phone before you begin dialing.

## FORWARD FOLLOW ME

When you want all calls to your extension forwarded to the extension where you are now:

- Dial **605** plus your extension number.
- Receive confirmation tone and hang up.

If you want a specific extension's calls forwarded to your phone (Remote Call Forward):

- Dial **605** plus the desired extension number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.

## FORWARD TO AN EXTERNAL NUMBER

To forward outside calls to a number outside of your business, you must have a **FWD EXTERNAL** button on your keyset.

- While on-hook, press **TRSF** and then dial **102**.
- Dial **6**.
- Dial the outside line access code followed by the telephone number that you want.
- Press **TRSF** to store.
- Press **FWD EXTERNAL** to turn the feature on and press it again to turn the feature off.

NOTES:

1. External Call Forward will cancel all other call forwarding instructions.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using a 7B phone before you begin dialing.
3. Intercom calls to your station may be forwarded to an external number outside your business, if your installation company has enabled this feature.

## FORWARD DND

To forward your phone when you activate DND.

- Dial **607** plus the extension number or group number.
- Receive confirmation tone and hang up.

NOTE:

1. If the Hot Keypad feature has been turned off you must first lift the handset or press **SPK** before you begin dialing.

## CALL FORWARD OPTIONS

A display keyset may review or change call forward options and destinations. Call forward access can be done via the keypad or by accessing the keyset display features. To review or change call forward options:

- Press **TRSF 102**.
- Dial **0-6** to select the forward type (e.g., **1**)  
**OR**  
Press **UP** or **DOWN** to select the forward type  
Press the right soft key to move the cursor
- Dial the destination number (e.g., **202**)  
**OR**  
Press **UP** or **DOWN** to select the destination  
Press the right soft key to move the cursor
- Dial **1** to set  
**OR**  
Press **UP** or **DOWN** to select **YES** or **NO**
- Press **TRSF** to store and exit

## STATION CALL PICKUP

To pick up (answer) a call ringing at another station, lift the handset and dial **65** plus the extension number of the ringing phone.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or **MONITOR** before you begin dialing.

## GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group, lift the handset and dial **66** plus the desired group number **01-20** or press the flashing **GROUP PICKUP** key if available.

NOTES:

1. A group pickup key can have an extender for a specific pickup group.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using a 7B phone before dialing the access code.

## MY GROUP PICKUP

If desired, a new access code can be assigned to pickup ringing calls in the same pickup group as you are in. Like “66” above except you do not need to dial the desired group number. See your installation company for the assigned access code. MY GROUP PICKUP: \_\_\_\_\_.

## PRIVACY RELEASE

This feature will allow another station to join in on your conversation by releasing privacy on the C.O. from your phone.

### To Release Privacy

While on you are talking on a C.O. line and you wish to have other internal parties (or up to three) join the conversation:

- Press the **PRB** key (the **PRB** key will light steady red). Inform the other party that he/she may now join the conversation.

After the other party (or parties) has joined the conversation and you wish to return privacy to the line so that no one else can join the conversation, press the **PRB** key a second time, the **PRB** key LED will be off.

### To Join a Non-Private Conversation

When someone has informed you that you can join a conversation:

- Press the C.O. line key that he/she has indicated.  
OR
- Dial the C.O. line number that he/she has indicated.

## DIALING FEATURES

### SPEED DIALING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers 500–999 or from your personal list of numbers 00–49:

- With the handset on-hook, press the **SPD** key or dial **16**.
- Dial the desired speed dial number.
- The telephone number is automatically dialed for you.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or **MONITOR** before you begin dialing.

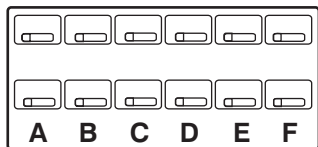
### PROGRAMMING PERSONAL SPEED DIAL NUMBERS

You can program frequently dialed telephone numbers in a personal speed dial list. A station may be assigned up to fifty numbers, **00–49**. See your system administrator to determine the amount assigned to your station.

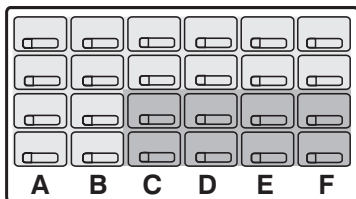
- While on-hook, press **TRSF** and then dial **105**.
- Dial a speed dial number (**00–49**).
- Dial a line or line group access code.
- Dial the telephone number to be stored (24 digits maximum). It can include #, \*, FLASH and PAUSE.
- Press **TRSF** to store the number.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using a 7B phone before you begin dialing.

12 BUTTON KEYS  
PROGRAMMABLE KEYS LAYOUT



24 BUTTON KEYS  
PROGRAMMABLE KEYS LAYOUT



For the purposes of programming speed dial numbers, the programmable keys in the bottom row are known as **A**, **B**, **C**, **D**, **E** and **F** and are defined below.

- The **A** key is not used.
- The **B** key inserts a flash.
- The **C** key inserts a pause.
- The **D** key is used for pulse to tone conversion. If your system uses rotary (or pulse) dialing C.O. lines, pressing **D** while entering a speed dial number causes all subsequent digits to be sent as DTMF tones.
- The **E** key is used to hide digits. Display keyset users may want to hide some speed dial numbers so that they will not show in the display. When you are entering a telephone number, press **E**. All subsequent digits will be hidden. Press **E** again to begin displaying digits.
- The **F** key is used to enter a name. See *Personal Speed Dial Names* under *Display Features*.
- Use the **HOLD** key to clear a speed dial number.

## ONE TOUCH SPEED DIALING

You may assign any speed dial number to an already existing One Touch Speed Dial button for quick and easy dialing of frequently used numbers.

- While on-hook, press **TRSF** and then dial **107**.
- Press a One Touch Speed Dial button.
- Dial the speed dial number (**00-49** or **500-999**) that you want assigned to this button.
- Press **TRSF** to store your selection.

To call this telephone number, just press the One Touch Speed Dial button.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using a 7B phone before you begin dialing.

## LAST NUMBER REDIAL

To redial the last telephone number you dialed, press the **LNR** key or dial **19**.

NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or **MONITOR** before you begin dialing.
2. Redial does not apply to intercom calls.

## MANUAL RETRY WITH LNR [L VERSION ONLY]

While you are on an outside call listening to a busy signal and you want to redial the same number dialed.

- Press the **LNR** key.

This will hang up your existing call and manually redial the same number dialed. You can repeat this operation for a limited number of attempts.

## SAVE NUMBER WITH REDIAL

To save the number you just dialed for later use, press the **SNR** key before hanging up.

To redial this saved number at any time, press the **SNR** key or dial **17**. The same line will be selected for you.

NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using a 7B phone before you begin dialing.
2. The saved telephone number is stored in memory until you save another.
3. Redial does not apply to intercom calls.

## CHAIN DIALING

You may manually dial additional digits following a speed dial number or chain as many speed dial numbers together as required:

- After the first speed number is dialed, press **SPD** again and dial another speed number **OR** manually dial additional digits following a speed dial number.



## AUTOMATIC REDIAL/RETRY

When you are making an outside call and you receive a busy signal, the system can automatically redial the number for you. It will automatically redial at a pre-programmed interval for up to 15 attempts.

- When you hear a busy signal, press the **RETRY** button.
- The system will reserve the line and automatically redial the same number for you. You will hear the call being made through the keyset speaker. The microphone is muted.
- When the called party answers, lift the handset or press the flashing **SPK** to begin speaking.

### NOTES:

1. If you make another call, auto-redial is canceled.
2. To cancel a retry, lift and replace the handset.

## PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press **#**. All digits dialed after the **#** will be sent as tones.

## MEMO REDIALING [L VERSION ONLY]

When you are calling directory information, you can store the number you are given using the **SAVE** feature. There is no need for pencil and paper.

- While you are talking on an outside call, press **SAVE**.
- Dial the telephone number as it is dictated to you on the key pad.
- Press **SAVE** to store the number.

To dial the number, press the **SNR** button. It will select the same line and dial the stored number. If necessary, you can select a different line and then press the **SNR** button.

# PAGING AND MESSAGING

## MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial the desired zone number **1, 2, 3** or **4**.  
**OR**  
Dial **0** to page all internal zones.
- After the attention tone, make your announcement.

NOTE: If you have a dedicated page zone key, it is not necessary to press **PAGE** and dial a zone number.

## MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial the desired zone number **5, 6, 7** or **8**.  
**OR**  
Dial **9** to page all external zones.
- After the attention tone, make your announcement.

NOTE: If you have a dedicated page zone key, it is not necessary to press **PAGE** and dial a zone number.

## ALL PAGE

To page all designated keysets and external speakers at the same time:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial **\*** or press the **ALL PAGE** key.
- After the attention tone, make your announcement.

NOTE: The LED on the **PAGE** key will only light when an All Page is in progress.

## MEET ME PAGE

- Lift the handset.
- Press the Meet Me Page (**MMPG**) key or dial **54**.
- Dial the desired zone number.
- After the attention tone, instruct the paged person to dial **56**.
- Press **WAIT** or **TRSF**.
- Remain off-hook until the person dials **56** from any phone.
- The paged person will be automatically connected with you.

## CALL PARK AND PAGE

When you have an outside call for someone who is not at his/her desk, you can park the call prior to paging. The iDCS 500 offers two different methods:

### MANUAL PARK ORBITS

- While in conversation, press the **PARK** button.
- Enter a desired orbit number (**0-9**), if the orbit number is busy dial another orbit number. Display users can press **\*** to automatically place the call in any available orbit number and see the number in the display.
- Remember the selected orbit number.
- Replace the handset when finished.
- Lift the handset and make a page announcement as previously described (example: "John Smith park two").

### To retrieve a parked call from orbit:

- Press the **PARK** button and dial the announced orbit number (**0-9**).
- You will be connected to the parked call.

### NOTES:

1. You must have a **PARK** button or park access code to retrieve and place calls in park orbits.
2. If the call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow amber light. You cannot park and page intercom calls.
3. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.

### AUTOMATIC PARK WITH PAGE KEY

- While in conversation, press the **PAGE** button. The call is automatically parked at your station.
- Receive page tone and dial a desired page zone number.
- Make announcement indicating your extension number or the line number. Hang up.

### To retrieve an automatically parked call:

- Dial **10** plus the number that was announced. If you have a **PAGPK** key, press it and dial the number that was announced. If you have a **PARK** key, press it and dial the announced orbit number.
- You will be connected to the parked call.

### NOTES:

1. If the call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow amber light. You cannot park and page intercom calls.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.

## SETTING A MESSAGE INDICATION

When you are calling another station and no one answers or you receive a busy signal, you can leave a message indication:

- Press the **MSG** key or dial **43** and receive confirmation tone.
- Hang up. The **MSG** key on the called station will light. Standard telephones receive special dial tone as a message indication or a lit message lamp, if the phone is equipped with one and they are connected to a 16MWSLI card on the system.

### NOTES:

1. A station can have up to five message indications.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.

## CANCELING MESSAGES

To cancel a message indication that you left at another station, dial **42** plus the extension number of the station at which you left a message.

To cancel all message indications left at your keyset, dial **42** plus your extension. Your **MSG** light will go out.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.

## RETURNING MESSAGES

- Press the **MSG** key or dial **43**. The first station that left a message will be called automatically. If that station does not answer, your **MSG** light will stay on.
- Repeat until all messages have been returned in the order received.
- Your **MSG** light will turn off when all messages have been returned.

### NOTES:

1. Display keyset users can view message indications and return them in any order. See *Viewing Message Indications* under *Display Features*.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key if you are using a 7B phone before you begin dialing.
3. If a message has been left at your keyset by a keyset in Auto Answer, you must manually cancel the message after it has been returned.

## PROGRAMMED MESSAGES

When you will be away from your phone for any length of time, you can leave a programmed message. Display stations calling you will see this message and be informed of your status.

- Dial **48** plus any message code (**01-30**) listed on the back of this user guide.
- To cancel any of these messages you might have selected, dial **48** plus **00**.
- Press **TRSF** to exit and store your selection.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before you begin dialing.

You can have multiple programmed message keys (**PMSG**) and each one can have a different message code:

- Press any programmed message (**PMSG**) button. The message is set and the button will light red. Press the button again to turn off.
- Pressing another programmed message (**PMSG**) button will turn the previous one off and set a different programmed message.

## CONVENIENCE FEATURES

### DO NOT DISTURB

Use this feature when you want to block calls to your keyset.

- While on-hook, press the **DND** key or dial **401**. The **DND** key lights steady red to remind you of this mode.
- To cancel DND, press the **DND** key again or dial **400**. The **DND** light turns off. You can make calls while in the DND mode.

### NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key.
2. If you place your keyset in DND mode and you do not have a **DND** key, your **ANS/RLS** key will flash to indicate DND status.

### ONE TIME DND

If you are on a call and you do not wish to be interrupted while on that call, you can press the **DND** key and place your station in Do Not Disturb. When you hang up at the end of the call, DND will be automatically canceled and your keyset will be able to receive new calls. This feature requires a **DND** key.

### MUTE

You can mute the handset transmitter or the microphone during any conversation:

- Press the **MUTE** key. It will light red.
- To resume speaking, press the **MUTE** button again. The light turns off.

### BACKGROUND MUSIC

When a music source is supplied, you may listen to music through the speaker in your keyset:

- While on-hook, press the **HOLD** button to hear music.
- Press the **HOLD** button again to turn music off.

You can set the level of background music by using the **VOL** keys while listening to the music. This does not affect the speakerphone level.

## ESTABLISHED CALL PICKUP [L VERSION]

To pick up an established call in progress at a single line extension connected to a computer modem on your PC.

- Press the **EP** key for that station on your keyset and the call is automatically moved to your keyset.
- The single line extension on your modem will be disconnected.

NOTE: You must have an assigned (EP key) button on your regular keyset, for the single line station.

## APPOINTMENT REMINDER/ALARM CLOCK

This feature works like an alarm clock. Use it to remind yourself of an appointment later in the day (TODAY ONLY) or as a daily reminder every day (DAILY). You can set up to three alarms. Each one can be either a TODAY ONLY or a DAILY alarm.

When the alarm rings, you will hear three short rings repeated three times. Lift the handset to answer the alarm. If you do not, the alarm will alert you two more times at five minute intervals.

To set alarms:

- Press **TRSF** and then dial **112**.
- Dial the alarm number **1**, **2** or **3**.
- Dial the time at which you want the alarm to sound. Enter the time as HHMM (hours and minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY ONLY) or **2** (DAILY) to select the alarm type.
- Press **TRSF** to save.
- Repeat for each alarm if needed.

To cancel individual alarms:

- Press **TRSF** and then dial **112**.
- Dial alarm number **1**, **2** or **3**.
- Press the **HOLD** key.

NOTE: Display keysets can show a reminder message. See *Alarm Reminder Messages* under *Display Features*.

## ANSWERING THE DOOR PHONE

When you are programmed to receive calls from a door phone:

- You will receive three short rings repeated.
- Lift the handset or press **ANS/RLS** or the **MONITOR** key. You are connected to the door phone.
- If an electric door lock release is installed, dial **13** to unlock the door.

## CALLING THE DOOR PHONE/ROOM MONITOR

You may call the door phone and listen to what may be happening outside or in another room.

- Dial the extension number of the door phone.
- You will be connected to the door phone and you can listen or have a conversation.
- If an electric door lock release is installed, dial **13** to unlock the door.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key.

## EXECUTIVE/SECRETARY HOT LINE

If programmed, an executive and a secretary can have a hot line between them. When the executive station is in the DND mode, all of its calls will ring the secretary station.

- Either person can press the **BOSS** key to make a voice call to the other station.
- Using the hot line will override DND at the other station. This key will light red when the other station is in use.

To transfer a call to a Boss in DND:

- Press the **TRSF** key followed by the **BOSS** key.
- Wait for the **BOSS** station to answer to announce the call and hang up to complete the transfer **OR**
- Hang up to complete a blind transfer after pressing the **BOSS** key.

## GROUP LISTENING

When you are engaged on a call and you are using the handset, you may want other people to hear the distant party's voice over the speaker:

- Press the **LISTEN** key to turn on the speaker. The microphone is not in use, so the distant party does not hear other parties present in your office.
- Press **LISTEN** again to turn the speaker off and resume private conversation.
- Repeat if necessary.

NOTE: Depending on speaker volume and the acoustics of your office, it may be advisable to turn the group listening feature off before hanging up. This will eliminate a momentary squeal.

## ACCOUNT CODES [L VERSION ONLY]

When equipped with optional equipment, your iDCS 500 system will allow calls to be charged to a specific account:

- During any outside C.O. call, press the account (**ACCT**) key.
- Enter the account code (maximum 12 characters including \* and #). Press the **ACCT** key again. Your conversation will not be interrupted.

NOTE: If you make an error before you complete the account code, press the **ACCT** key twice and redial the correct code. Only the last account code dialed will be printed.

## LOCKING YOUR KEYSSET

You can lock your keyset to control misuse of your phone while you are away. You can unlock it when you return. Your default station passcode is 1234.

	0 UNLOCKED	1 LOCKED OUTGOING	2 LOCKED ALL CALLS
Make outside calls	YES	NO ACCESS DENIED	NO
Receive outside calls	YES	YES	NO
Make intercom calls	YES	YES	NO
Receive intercom calls	YES	YES	NO

- While on-hook, press **TRSF** and then dial **100**.
- Dial your four digit station passcode.
- Dial **1** for locking outgoing, **2** for locked all calls or **0** to unlock.
- Press **TRSF** to store your selection.

NOTE: When your keyset is locked for outgoing, the **HOLD** key will flash. When your keyset is locked for all calls, the **HOLD** key will light steady.

## MANUAL SIGNALLING [L VERSION ONLY]

Use this feature when you want to send a brief 500ms ring burst to another station, regardless of the status of your phone (on-hook, off-hook, hands-free, DND or ringing).

To send a signal to another station:

- Press the Manual Signalling (**MS**) key.
- You may press the **MS** key repeatedly to send multiple signals to the designated station.

NOTE: Your phone must have a Manual Signalling (**MS**) key with a station number extender assigned to it.

## OFF-HOOK VOICE ANNOUNCE

Keysets may receive a voice announcement while on another call. The calling station must have an **OHVA** key. When you are in DND, you cannot receive OHVA calls. The OHVA feature will work with intercom calls and transferred calls.

To make an off-hook voice announcement:

- Dial the extension number or press the **DSS** key.
- When you receive a busy signal, press the **OHVA** key.
- After the attention tone, begin speaking.
- Finish the call by replacing the handset or pressing the **ANS/RLS** or the **MONITOR** key if you are using a 7B phone.

NOTES:

1. When you are voice announcing to a station close to you, use the handset to avoid an echo effect.
2. You cannot off-hook voice announce to single line telephones.

When you receive an off-hook voice announcement, if you are using the handset, you will hear the announcement over the handset receiver. If you are using the speakerphone, you will hear the announcement over the keyset speaker. In both cases, you can continue to speak to the original party.

- Press the flashing **CALL** button on your keyset. This will place the original party on hold and allow you to talk to the announcing party.
- To return to your first party, press the key corresponding to your original call. This will disconnect the OHVA call.

Executive off-hook voice announce allows you to engage in conversation on your keyset and simultaneously receive and reply handsfree to an OHVA through your add-on module (AOM). Use caution because the conversation through the AOM may possibly be heard by the caller on the keyset. When you receive an executive OHVA through your AOM:

- Reply by speaking in the direction of the microphone in the AOM unit.
- Adjust the volume with the **VOL** keys on the AOM unit.
- Press the **SPK** or the **MONITOR** key on the AOM to disconnect the announcing party.

#### NOTES:

1. Executive off-hook voice announce can only be accomplished when an AOM is attached to your phone.
2. If the **MUTE** key on the AOM is lit, you must press the AOM's **SPK** key to answer the OHVA call.

## OHVA BLOCK

Your keyset can be programmed with an OHVA Block (**BLOCK**) key. Pressing this key will prevent anyone from making an OHVA to you until you press the button again and cancel the blocking.

## OHVA REJECT

Your keyset can be programmed with an OHVA Reject (**REJECT**) key. Pressing this key while receiving an OHVA call will disconnect the voice announcing party and return you to your original call.

## IN GROUP/OUT OF GROUP

If your keyset is assigned to a station ring group, you can remove your keyset from the group and then put it back in. While you are out of the group, you can receive calls to your extension number but not calls to the group number. If you have an **IN/OUT** key:

- Press the **IN/OUT** key. It will light red when your keyset is in the group.
- Press the **IN/OUT** key again to exit the group and turn the light off. Repeat as necessary.

If you do not have an **IN/OUT** key:

- Dial the **IN/OUT** access code number \_\_\_\_\_ plus **0** to exit the group or **1** to enter the group.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key.

The **IN/OUT** key can include an extender to indicate the specific group that this key will affect. This means that if you are in multiple groups, you can decide for which groups you will receive calls.

# CUSTOMIZING YOUR KEYSSET

## AME BGM

This feature selects whether a station using Answer Machine Emulation will hear their personal greeting or BGM while callers are listening to the personal greeting. A BGM source must be selected for this to work. This feature only applies if there is a CADENCE card installed in the system and your keyset has a programmed AME key.

- While the handset is on-hook, press **TRSF** and then dial **110**.
- Press **091** to turn on AME BGM or **090** to turn it off.
- Press **TRSF** to store your selection.

## AME PASSWORD

This feature allows people using the AME feature to enable password protection. This will prevent unauthorized people from listening to your messages being left. The passcode is the same as your station passcode. This feature only applies if there is a CADENCE card installed in the system and your keyset has a programmed AME key.

- With the handset on-hook, press **TRSF** and then dial **110**.
- Dial **101** to turn on AME PASSWORD or **100** to turn it off.
- Press **TRSF** to store your selection.

## AUTO CAMP-ON [L VERSION ONLY]

This option allows intercom calls to be automatically camped on, if possible, when a busy station is called.

- With the handset on-hook, press **TRSF** and then dial **110**.
- Press **081** to turn CAMP-ON on or **080** to turn it off.
- Press **TRSF** to store your selection.

## SELECT RING TONE

Each keyset user can select any one of eight ring frequencies:

- While on-hook, press **TRSF** and then dial **111**.
- Dial **1-8** or press the **UP** and **DOWN** keys to hear each tone.
- When you hear the tone that you prefer, press **TRSF** to save it.

NOTE: Specific lines or stations may be programmed to ring with a different tone than what you have selected for you keyset.

## CHANGE YOUR PASSCODE

From the factory, your station passcode is 1234. You can change your station passcode whenever you desire.

- While on-hook, press **TRSF** and then dial **101**.
- Dial your old passcode.
- Dial a new passcode (must be four characters). You can use **0-9**.
- Redial the new passcode to verify. If successful, you will hear two beeps. Four beeps indicate an incorrect code. Reenter the code again.
- Press **TRSF** to store the new passcode.

## SET ANSWER MODE

You can receive internal calls in one of three modes (see *Answering Intercom Calls* under *Intercom Calls* for descriptions):

- While on-hook, press **TRSF** and then dial **103**.
- Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce.
- Press **TRSF** to store your selection.

NOTE: When your keyset is programmed for Auto Answer and you have Forward No Answer (FNA) turned on, you must answer screened transfers by pressing **ANS/RLS** or the **MONITOR** key if you are using a 7B phone before your FNA timer expires or the call will forward.

## AUTOMATIC HOLD

While on an outside call, pressing a line key, route key or a flashing **CALL** button will automatically put your call on hold and connect you to the next call. This feature can be turned on or off at your keyset.

- With the handset on-hook, press **TRSF** and then dial **110**.
- Dial **001** to turn Automatic Hold on or **000** to turn it off.
- Press **TRSF** to store your selection.

NOTE: Intercom calls can only be automatically put on hold by pressing **TRSF**.

## HEADSET OPERATION

Keypad users can switch between headset mode and handset mode. When using headset mode, press the **ANS/RLS** or the **MONITOR** key if you are using a 7B phone to answer and release calls.

- With the handset on-hook, press **TRSF** and then dial **110**.
- Dial **021** to use the headset or **020** to use the handset.
- Press **TRSF** to store your selection.

Your keypad may be equipped with a Headset mode key. If it is so equipped pressing this key while the light is out will cause the keypad to enter headset mode and the light will illuminate to indicate this. Pressing the key while the light is lit will cause the keypad to return to handset mode and the light will go out.

## HOT KEYPAD

On the iDCS 500, your keypad's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press **SPK** or the **MONITOR** key before you begin dialing. Calls can be made and features activated by simply dialing the C.O. line number, trunk group access code, intercom number or feature access code. To activate this feature:

- With the handset on-hook, press **TRSF** and then dial **110**.
- Dial **031** to turn the Hot Keypad on or **030** to turn it off.
- Press **TRSF** to store your selection.

## KEY CONFIRMATION TONE

You can hear a short beep (confirmation tone) each time you press a button on the dial pad. This tone can be turned on or off.

- While on-hook, press **TRSF** and then dial **110**.
- Dial **040** to turn tones off or **041** to turn tones on.
- Press **TRSF** to store your selection.

## REJOINING A PAGE

This feature allows you to hear the remaining portion of an ongoing internal page after you return your keypad to idle. To enable this feature:

- With the handset on-hook, press **TRSF** and then dial **110**.
- Dial **051** to turn this feature on or **050** to turn it off.
- Press **TRSF** to store your selection.

## RING PREFERENCE

This feature automatically answers ringing calls when you lift the handset or press the **ANS/RLS** or the **MONITOR** key if you are using a 7B phone. This method will always answer calls in the order they arrived at your keypad. When you turn ring preference off, you must press the flashing button to answer a call, allowing you to answer calls in the order you choose.

- With the handset on-hook, press **TRSF** and then dial **110**.
- Dial **061** to turn ring preference on or **060** to turn it off.
- Press **TRSF** to store your selection.

## DISPLAY SPEED DIAL NAME [L VERSION]

This option allows you to view the name associated with a speed dial number as it is dialed.

- With you handset on-hook, press **TRANSFER** and then dial **110**.
- Press **111** to turn **DISP SPDNAME** on or **110** to turn it off.
- Press **TRANSFER** to store your selection.

## CALLER ID REVIEW ALL [L VERSION ONLY]

This feature allows display keypad users to review Caller ID information for calls sent to their stations. This list can be from ten to fifty calls in a first in, first out basis. The list includes calls that you answered and calls that rang your station but that you did not answer. When reviewing this list, you can press one button to dial the person back. The system must be using LCR to dial the stored number.

- With you handset on-hook, press **TRANSFER** and then dial **110**.
- Press **121** to turn **CID REVIEW ALL** on or **120** to turn it off.
- Press **TRANSFER** to store your selection.

## SECURE OHVA [L VERSION ONLY]

This option allows you to receive OHVA calls via the speaker while you are on the handset.

- With you handset on-hook, press **TRANSFER** and then dial **110**.
- Press **131** to turn **AUTO CAMP-ON** on or **130** to turn it off.
- Press **TRANSFER** to store your selection.



# DISPLAY FEATURES

## INTERACTIVE DISPLAY KEYS

The three keys below the display are substitutes for dedicated feature keys and access codes. Pressing one of these keys has the same effect as pressing a programmable key. These keys are called soft keys as their functions are not fixed. They change to present you with the best options for that call condition. The use of soft keys allows the programmable keys to be used for more **DSS** and speed dial keys.

The **SCROLL** key is used to display options available to the user at a particular time or during a specific procedure. Press this key once while in the idle state to view the three main categories available.

201: STN NAME  
CALL OTHER ANS

**ANSWER:** Guides you through the options to answer calls.

**OTHER:** Guides you through features other than making or answering calls.

**CALL:** Guides you through the options to make a call.

Select one of the main categories: **CALL**, **OTHER** or **ANS (ANSWER)**. Press the **SCROLL** key to display additional options available under each of the three main categories. The symbol ➡ displayed as the last character on the lower line of the display indicates that there are additional options. Press the **SCROLL** key to display these additional options.

User instructions will be displayed in lower case letters. Options assigned to soft keys will be in upper case letters.

## DIRECTORY INFORMATION

An 11 character directory name can be assigned to each extension number. Display keyset users can view the name of the called or calling station before answering.

Each outside line can have an 11 character directory name. Incoming calls can be easily identified and answered with different greetings.

Outside and internal calls ringing to a station group will display [CALL FOR xxx] where xxx is the station group number. This allows you to answer calls directed to you differently than calls directed to your group.

## CALL LOG

To view the last five outside numbers that you dialed, press the **LOG** key. This will display the last number that was dialed. Pressing the **NEXT** key will scroll through all five numbers. Pressing the **DIAL** key will dial the number currently displayed. Pressing the **EXIT** key will return the keyset to idle.

- Press the **NEXT** key repeatedly to scroll through all five numbers.
- Press the **DIAL** key to dial the number currently displayed.
- Press the **EXIT** key to return the keyset to idle condition.

## DIAL BY NAME

Each station or speed dial number can have an associated directory name. A station or speed dial number can be selected by scrolling alphabetically through a directory name list. This on-line “phone book” allows the user to look up and dial any station or speed dial number in seconds.

- Press the **DIR** key (**DIRECTORY**).
- Select the directory you wish to use: **PERS** (personal speed dial numbers), **SYS** (system speed dial numbers) or **STN** (station names).
- Dial the key on the keypad that corresponds to the first letter of the name you wish to search for.
- Use the **UP** and **DOWN** arrows to scroll through the names.
- Press the **DIAL** soft key to dial the number.

NOTE: A **DIR** key can have an extender to take you directly to one of the above lists, (PERS, SYS, or STN).

## CALL PROGRESS DISPLAYS

During everyday call handling, your keyset display will provide information that is helpful and in some cases invaluable. Displays like [CALL FROM 203], [TRANSFER TO 202], [701: RINGING], [TRANSFER FM 203], [708 busy], [Camp on to 204], [Recall from 204], [Call for 501], [message from 204] and [FWD ALL to 204] keep you informed of what is happening and where you are. In some conditions you are prompted to take an action and in other cases you receive directory information.

## DISPLAY NUMBER DIALED

Display keysets begin showing digits as they are dialed. They will stay in the display until the call duration timer comes on automatically or the **TIMER** button is pressed. If the call duration timer is not used, the number dialed will be displayed until the call is released, transferred or put on hold.

## CALL DURATION TIMER

The system can be set to automatically time outside calls. A few seconds after you dial a telephone number, the timer appears in the display. It appears immediately for incoming calls. The call timer continues for the duration of the call. Call duration times are displayed in minutes and seconds. If a call lasts longer than 60 minutes, the timer restarts.

You can press the **TIMER** key to manually begin timing a call. Press it again to stop timing. If you press it while the automatic timer is on, the call duration time is restarted.

## AUTO TIMER

Display keyset users may have the timer automatically start when they answer incoming calls or after a short delay on an outgoing call.

- With the handset on-hook, press **TRSF** and then dial **110**.
- Dial **011** to turn the auto timer on or **010** to turn it off.
- Press **TRSF** to store your selection.

## TIMER FUNCTION

Display keyset users may use this feature as a simple stopwatch.

- When the keyset is idle, press the **TIMER** button to start timing.
- Press the **TIMER** button again to stop timing.
- Read the elapsed time in the display.
- Lift the handset and replace it. The display will return to date and time.

## VIEWING MESSAGE INDICATIONS

You can view all of your message indications before you return them:

- With the handset on-hook, press the **MSG** key with the red flashing light.
- The first station that left a message indication will be displayed.
- Press the **UP** and **DOWN** arrows to scroll through the stations that left message indications. Use the soft keys to reply, clear or advance to the next message.
- Press the **ANS/RLS** key to return your keyset to the idle condition.

## ALARM REMINDER MESSAGES

When you use the alarm/appointment reminder feature, you create a 16 character reminder message. When the alarm rings, your message will appear instead of [ALARM REMINDER]. To program reminder messages:

- Press **TRSF** and then dial **116**.
- Dial the alarm number **1**, **2** or **3**.
- Dial the time you want the alarm to go off. Enter the time as HHMM (hours and minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY) or **2** (DAILY) to select the alarm type.
- Write your message using the dial pad keys. Each press of a key selects a character. Pressing the next key moves the cursor to the next position. For example, if your message is "TAKE MEDICATION," press **8** once to get the letter "T." Press **2** once to get "A." Press **5** twice to get "K." Continue selecting characters from the following table to complete your message.
- Press the **TRSF** key to store the alarm and reminder message.
- Repeat for each alarm if needed.

COUNT	1	2	3	4	5
DIAL 0	Q	Z	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	\$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	R	S	&	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	(	9
DIAL *	:	=	[	]	*

NOTE: When the character you want appears on the same dial pad key as the previous character, press **UP** to move the cursor one space to the right.

To cancel an individual alarm and reminder message:

- Press **TRSF** and then dial **112**.
- Dial alarm number **1**, **2** or **3**.
- Press the **HOLD** key.
- Press the **TRSF** key.

## PERSONAL SPEED DIAL NAMES

Each personal speed dial number can have an 11 character name assigned to it. This name is used to select the speed dial bin when you are dialing by directory.

- Press **TRSF** and then dial **106**.
- Dial the speed dial bin number **00–49**.
- Write your message using the procedure described in *Alarm Reminder Messages*.
- Press the **TRSF** key to store the speed dial name.
- Repeat for each speed dial bin if necessary.

## STATION NAMES

You can assign an 11 character name to your keyset. This allows other display keyset users to call you using the directory dial feature.

To program a station name:

- Press **TRSF** and then dial **104**.
- Enter the 11 character name using the procedure described in *Alarm Reminder Messages*.
- Press **TRSF** to store the name.

## MANAGING KEY ASSIGNMENTS

You can view your key assignments and add extenders to some of your programmable keys for easy one touch operation of frequently used features.

- While on-hook, press **TRSF** and then dial **107**.
- Use the **VOL** keys to scroll through all of your programmable keys **OR** press the programmable key to which you want to add the extender.
- When you reach a key listed below, dial the corresponding extender.
- Press **TRSF** to store and exit programming.

KEY	DESCRIPTION	EXTENDER
<b>BOSS</b>	.....Boss and Secretary	.....1–4
<b>DP</b>	.....Direct Pickup	.....Extension or station group number
<b>DS</b>	.....Direct Station	.....Any extension number
<b>FWRD</b>	.....Call Forwarding	.....0–7
<b>GPIK</b>	.....Group Pick-Up	.....01–20
<b>IG</b>	.....In/Out of Group	.....Any group number you are part of
<b>MMPG</b>	.....Meet Me Page	.....0–9, *
<b>PAGE</b>	.....Page	.....0–9, *
<b>PARK</b>	.....Park (orbits)	.....0–9
<b>RP</b>	.....Ring Plan	.....(1–6), HOLD for none
<b>PMSG</b>	.....Programmed Messages	.....01–30
<b>SG</b>	.....Station Group	.....500 or 5000 through 549 or 5049
<b>SPD</b>	.....Speed Dialing	.....00–49, 500–999
<b>DIR</b>	.....Directory	.....PERS (1), SYS (2) or STN (3)
<b>VT</b>	.....Voice Mail Transfer	.....Voice Mail Group number (501–549)

NOTE: Confirm that the cursor is placed correctly before you enter the extender.

## LCR WITH CLEAR

When you are making an outside call using LCR and dial an incorrect digit, you can press the **CLEAR** soft key to reenter the telephone number. You do not need to redial **9** to reaccess LCR.

## BACKSPACE WITH LCR

If you misdial while using LCR, you can delete digits shown in the display by pressing the **BSPC** soft key as many times as necessary.

## ADVANCED PROGRAMMED MESSAGES

This is an advanced form of the **PROGRAMMED MESSAGE** feature with the ability to add an extender such as date or time. Example [RETURN ON:Dec/24] or [RETURN AT:03:30p]. These are messages 26-30 and can be used in addition to 01-25 described in **PAGING AND MESSAGING** section in this guide.

- With the handset on-hook, press **TRSF** and then dial **115**.

- Dial any message code (**01-30**) listed on the back of this user guide or press **UP** or **DOWN** to select any message you desire. Messages 26-30 are used for inserting a date or time. If you select one of these messages (26-30), your phone will wait for five more digits to be entered. At this point you will enter two digits for hour or month (01-23) and two digits for day or minutes (00-59). The fifth and final digit to be entered is a **\*** located on your dial pad to select “a” for A.M., “p” for P.M. or “/” for date. Depressing the **\*** button on your dial pad will scroll through these three options (“a”, “p”, and “/”).
- Press **TRSF** to exit and store your selection.

To cancel any of these messages:

- With the handset on-hook, dial **48** plus **00**, **OR**
- With the handset on-hook press **TRSF** and then dial **115** plus **00** and **TRSF** again to exit.

## TEXT MESSAGING [L VERSION ONLY]

This feature allows two digital keyset users to respond to each other with preprogrammed messages. After receiving an Off Hook Voice Announcement or Station Camp-On, you may respond with a text message while continuing to talk and listen to your outside party. The other station can view this message and take the appropriate action or respond back with another text message.

There are 25 messages (01-25) stored in system memory that can be sent to another display keyset. Only the display keysets that are allowed in system programming (MMC 318) will receive the **TMSG** softkey in the display and use this feature.

Familiarization with the two digit message numbers you will use the most will make this procedure quick and easy. However if you do not know them, use the **UP/DOWN** key to scroll to the desired message, then press **SEND**.

The basics steps in text messaging are:

1. Press **TMSG** soft key to begin text messaging.
2. Dial the 2 digit number for the desired message.
3. Confirm this is the intended message then press **SEND**.
4. Wait for a reply from the other station (steps 1, 2 & 3)
5. When any station presses **EXIT** the displays at both stations return to their previous call progress condition.

At all times after step 1 you can talk and listen to your caller while repeating steps 2.

The example on the following page will better demonstrate how to use Text Messaging. In this example station 205 is making an off hook voice announcement to station 205 who after hearing the announcement will respond with a text message.

**STATION 201: LINDA**  
received a call on line 702

**STATION 205: JOHN**  
is talking on line 701

Talking on line 702

702: 01:15  
CONF PAGE MUTE

701: 05:25

Press **TRANSFER**

Transfer:  
RETURN

Dial **205**

205:busy  
OHVA CAMP ON



OHVA to 205

OHVA from 201  
TMSG REJECT

Wait for reply

GIVE THE CALL  
TMSG:01 SEND

Dial **03** or press **↑** twice

ASK THEM TO HOLD  
TMSG:03 SEND



Wait for reply

ASK THEM TO HOLD  
TMSG EXIT



702: 01:45  
CONF PAGE MUTE

701: 05:55  
CONF PAGE MUTE

## WHAT IS CALLER ID?

Caller ID is the name given to the telephone company-provided feature that delivers the telephone number and sometimes the name of the person calling your phone. There are two types of Caller ID; the first delivers the calling party's telephone number only and the second (sometimes referred to as "Deluxe" Caller ID) delivers both the calling party's telephone number and name as listed in the telephone directory.

The iDCS 500 system can handle both types of Caller ID; in fact, in the case of number only delivery, the system can be programmed to insert a name for a specific telephone number (up to a maximum of 1500 numbers). However, even though you are paying to receive Caller ID information, there are some circumstances that mean you will not receive this information. The six most common reasons are listed below along with the display information that the iDCS 500 will provide.

PRIVATE	The caller does not wish his/her name or number to be revealed to you. This type of call can be stopped at the telephone company by dialing an access code on your outside lines. This will redirect these PRIVATE calls to an announcement that states that you do not wish to receive calls that have had Caller ID blocked. The code to block these calls can usually be found in the front section of the telephone directory.
OUT OF AREA	The caller is calling from an area that cannot provide Caller ID information (for example, international calls) or he/she is calling from a type of circuit that cannot provide Caller ID information, for example, some out-bound WATS lines.
PAYPHONE	The caller is calling from a coin-operated telephone. The telephone company will send this information as there are no directory listings for pay phones. The number will be delivered as usual.
INVALID CID INFO	This is a message that will be displayed when CID information is sent on the line but was somehow corrupted.
NO CID RECEIVED	This is a message that will be displayed when there was no CID information sent on the line.

### NO CID DSP

Caller ID Digital Signal Processors (CIDDSP's) are resources in the DCS 400si required for receiving CID data. If there are no CIDDSP's available at the time a call comes in, this is the message you will see on your display.

NOTE: The Caller ID features require optional software and/or hardware. Please see your service and installation company for details.

## WHAT IS ANI?

ANI (Automatic Number Identification) is a feature offered by some telephone service providers that provides the calling party's telephone number. This service is only available on E&M Tie Lines on a T1, digital trunk. ANI is similar to Caller Identification (CID) but the format and information of the calling person is different. CID uses FSK signalling and ANI uses DTMF signalling. Usually, with ANI, a calling party's identity is the Listed Directory Number (LDN) unless a separate bill-to-number has been specified, (in which case the bill-to-number will be sent). Along with the ANI digits you also receive DNIS digits with a separator digit. The DNIS digits are used to tell the DCS 400si where to route the call. Note that ANI does not provide calling party NAME, only the number. The DCS 400si can provide calling number to name translation table.

## WHAT IS CLI?

On ISDN circuits, calling party information is called CLI and is supported on both BRI and PRI type circuits on the iDCS 500. On BRI circuits the iDCS 500 only supports number delivery and, like ANI, a name can be attached to the telephone number of frequent callers via the Caller ID translation table. On 5ESS and NI2 PRI circuits both name and number support is provided on the iDCS 500 system. On a DMS100 circuit only number service is provided.

## SELECTING YOUR CALLER ID DISPLAY

You can decide if you want to see the CID number in the display. Regardless of which one is selected, you can press the **NDD** key to view the other pieces of CID information. To select the type of Caller ID information you wish to view first:

- With the handset on-hook, press **TRSF** and then dial **119**.
- Dial **0** for CID options or **1** for ANI options, or **2** for CLI options.

- Dial **0** for if you do not wish to view CID information, **1** to view the NUMBER first or **2** to view the NAME first.
- Press **TRSF** to store your selection.

## VIEWING THE NEXT CALLER ID CALL

In the event that you have a call waiting or a camped-on call at your keyset, you can press the **NEXT** key to display the Caller ID information associated with the call in queue at your keyset. Either the CID name or CID number will show in the display depending on your Name/Number selection.

To view Caller ID information for calls that have been camped-on to your keyset, press the **NEXT** key. If your keyset does not have a **NEXT** key, press the **CID** key and then the **NEXT** soft key.

## SAVING THE CALLER ID NUMBER

At any time during an incoming call that provides CID information, you may press the **SAVE** key to save the CID number. If your keyset does not have a **SAVE** key, press the **CID** key, the **SCROLL** key and then the **SAVE** soft key. The system must be using LCR to dial the saved number.

## REDIALING A SAVED CALLER ID NUMBER

To redial a number that has been saved, press the **SNR** key or dial **17**.

### NOTES:

1. Your telephone system must have LCR correctly programmed to redial the saved number.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press SPK before you begin dialing.

## STORING A CALLER ID NUMBER

At any time during an incoming call that provides CID information, you may save the CID number as a speed dial number in your personal speed dial list. To store a Caller ID number in a personal speed dial bin:

- Press the **STORE** key. The system displays the speed dial bin in which the number was stored, **OR**
- Press the **CID** key and then press the **SCROLL** key.
- Press the **STORE** soft key.
- The system displays the speed dial bin in which the number was stored.

NOTE: Your telephone system must have LCR correctly programmed to redial the saved number. If LCR is not being used on your system, you will not be allowed to STORE CID numbers.

## INQUIRE CALLER ID PARK/HOLD INFO

If you are informed that an incoming call is on hold or has been parked for you, you may view the Caller ID information before you retrieve the call. This will influence how you choose to handle the call.

From an idle keyset:

- Press the **INQUIRE** key, **OR**  
Press the **CID** key and then the **INQUIRE** soft key.
- Dial the trunk number.
- You may now answer the call by pressing **ANS**, **OR**  
You may use **NND** to view more information about this call, **OR**  
You can return to the idle condition by pressing **IGNORE**.

If you are on a call:

- Press the **INQUIRE** key. Your existing call will go on hold, **OR**  
Press the **CID** key and then the **INQUIRE** soft key to place the first call on hold.
- Dial the trunk number.
- You may now answer the call by pressing **ANS**, **OR**  
You may use **NND** to view more information about this call, **OR**  
You can return to the idle condition by pressing **IGNORE**.

### NOTES:

1. If you are on an intercom call or you have Automatic Hold turned off, you must finish the existing call or place it on hold before inquiring.
2. If you inquire about an outgoing call, you will receive a [call no longer available] display.

## REVIEWING PAST CALLER ID CALLS

This feature allows you to review CID information for calls sent to your keyset. This list can contain 10–50 calls in a last-in, first-out basis. The list includes calls that you answered and calls that rang your keyset but that you did not answer. When reviewing this list, you can press one button to dial the person back. The system must be using LCR to dial the stored number. To access the CID information stored in your REVIEW list:

- Press the **REVIEW** key, **OR**  
Press the **CID** key and then press the **REVIEW** soft key.
- If you have entries in your review list, the most recent call will be shown first.
- You can now **CLEAR** this entry, **OR**  
Use **NND** to view more information about this call, **OR**  
Press **DIAL** to call this person back, **OR**  
Press **SCROLL** and then press **STORE** to save this number in a personal speed dial bin.

#### NOTES:

1. Each keyset defaults with ten review bins. Please see your system administrator to determine the number of bins assigned to your keyset.
2. Your system must have LCR correctly programmed to allow you to **DIAL** numbers from the review list or to **STORE** entries from the review list.

## ADD-ON MODULE

### 32 BUTTON MODULE WITH KEYSSET

The 32 button module is used when you need more programmable keys added to your keyset. The 32 tri-colored LED's provide better visual indication of call status and call progress. The extra programmable keys are used exactly like the one on your keyset. Make them DSS/BLF keys or any combination of feature keys. The 32 button does not support executive off-hook voice announce (OHVA) and does not have a microphone. A maximum of four 32 button modules can be assigned to any keyset.

### 64 BUTTON MODULE WITH KEYSSET

The 64 button module is used when you need more programmable keys added to your keyset. The 64 red LED's provide visual indication of calls and features. The extra programmable keys are used exactly like the ones on your keyset. Make them DSS/BLF keys or feature keys. As a DSS/BLF the size of the 64 button module allows for greater call status and faster call processing. The 64 button module does not support executive off-hook voice announce (OHVA) and does not have a microphone. A maximum of four 64 button modules can be assigned to any keyset.

# PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE NUMBER
00	_____	_____
01	_____	_____
02	_____	_____
03	_____	_____
04	_____	_____
05	_____	_____
06	_____	_____
07	_____	_____
08	_____	_____
09	_____	_____
10	_____	_____
11	_____	_____
12	_____	_____
13	_____	_____
14	_____	_____
15	_____	_____
16	_____	_____
17	_____	_____
18	_____	_____
19	_____	_____
20	_____	_____
21	_____	_____
22	_____	_____
23	_____	_____
24	_____	_____

# PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE NUMBER
25	_____	_____
26	_____	_____
27	_____	_____
28	_____	_____
29	_____	_____
30	_____	_____
31	_____	_____
32	_____	_____
33	_____	_____
34	_____	_____
35	_____	_____
36	_____	_____
37	_____	_____
38	_____	_____
39	_____	_____
40	_____	_____
41	_____	_____
42	_____	_____
43	_____	_____
44	_____	_____
45	_____	_____
46	_____	_____
47	_____	_____
48	_____	_____
49	_____	_____